

# Board of Pardons and Parole Incidents Report

6/1/2010 to 7/1/2010 as of 7/1/2010

## Board of Pardons and Parole

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

				Top Number - Total Incidents Bottom Number - FCR Met	
				Low	Total
Help Desk	Application	Password	Utah Master Directory	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Total			1 1	1 1
	Metro C Desktop Support	Application	Error	Novell Messenger	6 5
Total				6 5	6 5
Total			6 5	6 5	
PC/Laptop		Performance	Microsoft Windows XP	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1

				Low	Total
Metro C Desktop	Total			7 6	7 6
Metro C Help Desk	_No Tier 2	None	POST Training System	1 1	1 1
			Total	1 1	1 1
		Total	1 1	1 1	
	Total			1 1	1 1
	Security	PC/Laptop	Error	Novell Messenger	1 1
Total				1 1	1 1
Total			1 1	1 1	
Total			1 1	1 1	
Voice/Data/WAN Services		Telecom	Hardware	None	1 0
	Total			1 0	1 0
	Total		1 0	1 0	
	Total			1 0	1 0
	Total				11 9

# Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes. Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

				Top Number - Total Incidents	
				Bottom Number - Missed Initial Response	
				Low	Total
Help Desk	Application	Password	Utah Master Directory	1	1
				0	0
			Total	1	1
				0	0
		Total		1	1
				0	0
Total				1	1
				0	0
Metro C Desktop Support	Application	Error	Novell Messenger	6	6
				0	0
			Total	6	6
				0	0
		Total		6	6
				0	0
	PC/Laptop	Performance	Microsoft Windows XP	1	1
				0	0
			Total	1	1
				0	0
		Total		1	1
				0	0
Total				7	7
				0	0
Metro C Help Desk	_No Tier 2	None	POST Training System	1	1
				0	0

				Low	Total
Metro C Help Desk	_No Tier 2	None	Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Security	PC/Laptop	Error	Novell Messenger	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Voice/Data/WAN Services	Telecom	Hardware	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Total				11 0	11 0

# Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

				Top Number - Total Incidents	
				Bottom Number -Average time in hours	
				Low	Total
Help Desk	Application	Password	Utah Master Directory	1 0.05	1 0.05
			Total	1 0.05	1 0.05
		Total		1 0.05	1 0.05
	Total			1 0.05	1 0.05
Metro C Desktop Support	Application	Error	Novell Messenger	6 0.09	6 0.09
			Total	6 0.09	6 0.09
		Total		6 0.09	6 0.09
	PC/Laptop	Performance	Microsoft Windows XP	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			7 0.07	7 0.07
	Metro C Help Desk	_No Tier 2	None	POST Training System	1 0.00

				Low	Total
Metro C Help Desk	_No Tier 2	None	Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			1 0.00	1 0.00
Security	PC/Laptop	Error	Novell Messenger	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			1 0.00	1 0.00
Voice/Data/WAN Services	Telecom	Hardware	None	1 0.76	1 0.76
			Total	1 0.76	1 0.76
		Total		1 0.76	1 0.76
	Total			1 0.76	1 0.76
Total				11 0.12	11 0.12

# Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	Total
Help Desk	Application	Password	Utah Master Directory	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Metro C Desktop Support	Application	Error	Novell Messenger	6 0	6 0
			Total	6 0	6 0
		Total		6 0	6 0
	PC/Laptop	Performance	Microsoft Windows XP	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			7 0	7 0
Metro C Help Desk	_No Tier 2	None	POST Training System	1 0	1 0
			Total	1 0	1 0

				Low	Total
Metro C Help Desk	_No Tier 2	Total		10	10
	Total			10	10
Security	PC/Laptop	Error	Novell Messenger	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Voice/Data/WAN Services	Telecom	Hardware	None	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Total				110	110



# Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

				Top Number - Total Incidents	
				Bottom Number - Average time in hours	
				Low	Total
Help Desk	Application	Password	Utah Master Directory	1 0.05	1 0.05
			Total	1 0.05	1 0.05
		Total		1 0.05	1 0.05
	Total			1 0.05	1 0.05
Metro C Desktop Support	Application	Error	Novell Messenger	6 0.09	6 0.09
			Total	6 0.09	6 0.09
		Total		6 0.09	6 0.09
	PC/Laptop	Performance	Microsoft Windows XP	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			7 0.07	7 0.07
	Metro C Help Desk	_No Tier 2	None	POST Training System	1 0.00

				Low	Total
Metro C Help Desk	_No Tier 2	None	Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			1 0.00	1 0.00
Security	PC/Laptop	Error	Novell Messenger	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			1 0.00	1 0.00
Voice/Data/WAN Services	Telecom	Hardware	None	1 2.12	1 2.12
			Total	1 2.12	1 2.12
		Total		1 2.12	1 2.12
	Total			1 2.12	1 2.12
Total				11 0.24	11 0.24

INC000000147165	_No Tier 2	None	POST Training System	TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Board of Pardons and Pa	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>Application</b>							
INC000000135909	Application	Error	Novell Messenger	TIR Missed:	No	TIR:	0.05
Metro C Desktop Support	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000135918	Application	Error	Novell Messenger	TIR Missed:	No	TIR:	0.03
Metro C Desktop Support	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000137279	Application	Error	Novell Messenger	TIR Missed:	No	TIR:	0.04
Metro C Desktop Support	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000137281	Application	Error	Novell Messenger	TIR Missed:	No	TIR:	0.03
Metro C Desktop Support	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.03

INC000000137573	Application	Error		Novell Messenger	TIR Missed:	No	TIR:	0.33
	Metro C Desktop Support	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.33
INC000000139614	Application	Error		Novell Messenger	TIR Missed:	No	TIR:	0.04
	Metro C Desktop Support	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000141254	Application	Password		Utah Master Directory	TIR Missed:	No	TIR:	0.05
	Help Desk	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.05
<b>PC/Laptop</b>								
INC000000144131	PC/Laptop	Performance		Microsoft Windows XP Pr	TIR Missed:	No	TIR:	0.00
	Metro C Desktop Support	Board of Pardons and Pa	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000149801	PC/Laptop	Error		Novell Messenger	TIR Missed:	No	TIR:	0.00
	Security	Board of Pardons and Pa	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>Telecom</b>								
INC000000147068	Telecom	Hardware		None	TIR Missed:	No	TIR:	0.76
	Voice/Data/WAN Services	Board of Pardons and Pa	Low	Resolved	TTR Missed:	No	TTR:	2.12